

Press Release

ERSE decided 60 administrative offence cases with fines of more than 853,000 euros in 2024

In 2024, ERSE - Entidade Reguladora dos Serviços Energéticos (Energy Services Regulatory Authority) decided 60 administrative offence cases, resulting in 45 fines, with the total amount of the fines totalling 853,645 euros.

In the same period, compensation was also awarded to consumers in the context of transactional decisions taken by ERSE, totalling 26,198.69 euros.

The 60 administrative offence cases decided resulted in 45 convictions with fines - 17 of which in a settlement procedure, 16 with voluntary payment and 12 by unilateral decision - four convictions with admonitions and 11 closures. Of the cases closed with no further action, two were issued with warning notices.

Of the cases decided by ERSE in 2024, the following convictions stand out:

- a) **ENI Plenitude was fined 548,000 euros in Case 07/2022.** ENI Plenitude was found guilty of altering prices for customers during the loyalty period and violating its duty to inform its customers on its website, in contracts signed and in invoices issued;
- b) **SU Eletricidade, in Case no. 37/2022, was fined 90,000 euros, halved to 45,000 euros per transaction,** given the payment of compensation to customers totalling 25,680.83 euros. SU Eletricidade was found guilty of breaching the duty to submit customer requests to the logistics operator for the change of supplier within a maximum of five working days, breaching the duty to reduce the contracted power after giving written notice to the consumer at least five days before the date indicated for the reduction, and breaching the obligation to disclose information to customers.

During 2024, 19 cases were decided that originated from inspections of the sector's activity, namely *sweep day* on the provision of information to customers via the Internet and an inspection of electricity suppliers' invoices for customers in Normal Low Voltage (BTN), which resulted in fines totalling more than 85,000 euros.

Under the Legal Regime for the Complaints Book and the Economic Offences Regime, fines were imposed on companies with petrol stations, leading to the payment of fines totalling 30,885.00 euros.

In the same period under review, ERSE also opened 102 new administrative offence cases, as a result of complaints and reports received, resulting in a total of 164 administrative offence cases being processed, including cases carried over and cases opened.

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